Client Property Loss Claim
Policy and Procedures

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POLICY

Each Caregiver is bonded and insured. In the event a client suffers (or believes to have suffered) any loss due to theft or property damage caused by the actions of an employee of Comfort keepers, the client can submit a claim for reimbursement to the Comfort Keepers office.

PROCEDURES

1. Upon learning about a client's loss, the following procedures are to be completed within 24 hours.
2. The Client Care Manager fills out an 'IR001 Client Incident Report' that is found in folder 'CK224_Forms/Master Forms' by:
    - Speaking with the caregiver to get his/her report
    - Speaking with the Client to get his/her report.
3. The Client Care Manager meets with the General Manager to review the report.
4. If the claim is a result of a suspected theft, the General Manager reports it to the insurance company and lets the police investigation conclude before taking action.
5. If the claim is Not a result of a suspected theft, the Client Care Manager and General Manager make a determination whether the loss was actually a result of a Comfort Keepers' employee's actions and decide what, if any, action is to be taken by Comfort Keepers.
6. The Client Care Manager contacts the client to let them know what, if any, action Comfort Keepers will take.
7. If the General Manager decides to reimburse the client for the lost, a decision of whether it will be submitted to the insurance company or be paid out is based on the amount of the loss.
8. If the decision is made that Comfort Keepers will pay for the loss, the client is requested to submit an invoice or some other document stating the value of their loss and Comfort Keepers will pay from that document.
9. If the decision is to submit a claim, a claim is submitted by:
    - Obtaining the incident report and calling 1-402-964-5526
    - Policy number PHPK301520
    - Report the claim.
    - Record the claim number on the incident report
10. Incident reports are not to be copied.
11. Incident reports are not to be filed anywhere but the Incident report file.
12. No one outside of Comfort Keeper sis to have access to incident reports <u>without proper legal authorization.</u>
13. Incident reports will be maintained for at least 7 years.